

SC DMH Patient Advocacy Report July 2019

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	12	60
Harris	5	53
Morris Village	3	20
Hall	2	18
Tucker	1	12
BPH-Forensics	9	76
Mental Health Centers	35	265
Total	67	504

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Patient Advocacy	50	326
Information, Referral & Other Assistance¹	8	60

AT A GLANCE

Type of Complaint Resolved	Inpatient ² Year-to-date	Forensics ³ Year-to-date	Centers ⁴ Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	46	12	39	14	97
2) Admission & Discharge	23	9	8	5	40
3) Information & Advocacy	12	5	14	2	31
4) Physical Environment	11	12	3	7	26
5) Inpatient Rights	51	33	3	11	87
6) Personal Property & Money	11	21	20	7	52
7) Confidentiality & Consent	14	3	20	4	37
8) Treatment	28	2	216	31	246
9) Other Rights Issues	3	4	33	1	40
Total⁵	199	101	356	82	656

¹ Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

² Inpatient: BPH-Adult, Harris, Morris Village, Tucker & Hall.

³ Forensics: BPH-forensics (Wellpath & Crafts Farrow Campus).

⁴ Centers: All DMH community mental health centers, programs and community residential facilities.

⁵ Total complaints per Facilities will not necessarily equal the total for Types of Complaint Resolved. A complaint may involve more than one type of rights category.

Type of Complaint Resolved	Inpatient Year-to-date	Forensics Year-to-date	Centers Year-to-date	Total # This Month	Total DMH Year-to-date
1) Abuse & Neglect					
a. Physical Abuse & Excessive Force	7	2		1	9
b. Excessive Restraint, Seclusion & PRNs	7	1			8
c. Sexual Abuse		1	2		3
d. Verbal Abuse or Violations of Dignity	26	6	33	11	65
e. Neglect	6	2	3	2	11
f. Financial Exploitation			1		1
2) Admission & Discharge					
a. Discharge (when)	10	4		1	14
b. Community Placement (where)	8	3		3	11
c. Periodic Court Review					
d. Questions, Education & Other	5	2	8	1	15
3) Information & Advocacy					
a. Access to Advocacy	8	5	9		22
b. Access to Legal Resources	1			1	1
c. Questions, Education & Other	3		5	1	8
4) Physical Environment					
a. Food Quality & Quantity	7			1	7
b. Linens, Clothes & Toiletries	1	3		1	4
c. Disrepair of Physical Plant	3	7	3	5	13
d. Cleanliness of Facilities		2			2
5) Inpatient Rights					
a. Privacy	3	5		1	8
b. Safety	2	2			4
c. Freedom, Privileges & Fairness	24	13		7	37
d. Communication	5	5		1	10
e. Health Care	17	8	3	2	28
6) Personal Property & Money					
a. Property	5	11		2	16
b. Money, Entitlements, Rep. Payee	6	8	2	3	16
c. Billing Issues			17	2	17
d. Other Non-DMH Issues		2	1		3
7) Confidentiality & Consent					
a. Access to Records & Information	6	3	11	3	20
b. Breach of Confidentiality	2		4		6
c. Issues of Consent, Confidentiality, etc.	6		5	1	11
8) Treatment					
a. Eligibility for Services	8		30	7	38
b. Accessibility to Staff & Treatment	5	1	97	12	103
c. Individualized, Client-Driven	5		88	11	93
d. Right to Refuse Treatment	10	1	1	1	12
9) Other Rights Issues					
a. Work, Compensation & Education			1		1
b. Religion	1				1
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting		1			1
e. Housing			13		13
f. Legal assistance for Non-DMH issues	2	3	19	1	24

